



AIR CANADA

AGENCY BULLETIN

June 15, 2020

Ref: 2029

To: All Travel Agents

No Show Management

We will be able to identify when a customer no-show for a flight. In cases where this occurs, we will implement the following:

- Cancelling all Air Canada pure and Air Canada marketed segments on the same booking.
- Forfeiting all 014 ticket stock on:
 - Basic fares (fare basis end with XXXXX**BA** and XXXXX**LGT**) worldwide
 - Standard fares (fare basis end with XXXXX**TG**) on domestic Canada, Transborder, Sun
 - Standard fares (defined by booking class K, A, L, T, S, G, W) between Canada and South America
- Affected bookings will be remarked:
 - with SSR OTHS NOSHOW for cancelled segments
 - with SSR OTHS ETKT REVOKED BY AC DUE TO NOSHOW for forfeit coupons

If your customer is no longer travelling, please ensure that you:

- **Cancel their flight(s) prior to their departure as it may result in cancellation of their entire journey**

If the flight is shown as a 'no-show', the customer will **lose the value of their ticket** (subject to the fare rules) and **the coupon is no longer available**. The coupon(s) will be changed from OPEN (Status = O) to REVOKED (Status = Q).

Taxes on revoked coupons are not refunded.

Kindly disseminate the above information to your staff concerned.